

Planned Outages

Customer Forum Presentation



missionzero

What are we talking about

- ▶ **AusNet Services takes considerably more planned outages than other Distribution Businesses**

- ▶ **~8,000 outages per year**
 - › Affects 30-80,000 customers per month (avg 60,000)

- ▶ **In 2018, planned outages affected 719,000 customers.**
 - › Of that, only 727 notifications were missed
 - › 3 LS customers were missed

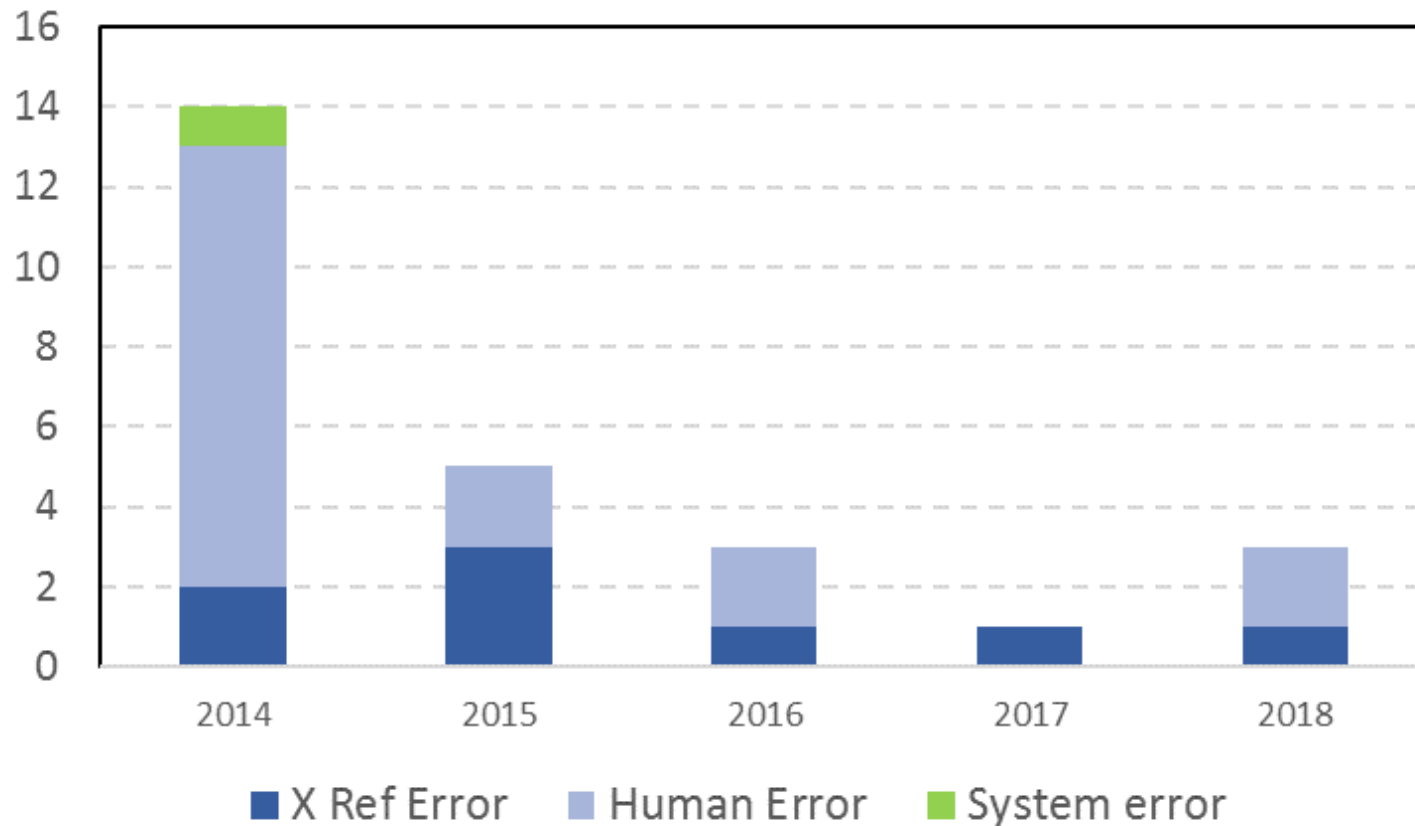
Generators

- ▶ **Generators are not an efficient response to planned outages, costs to run are significantly above customers willingness to pay**

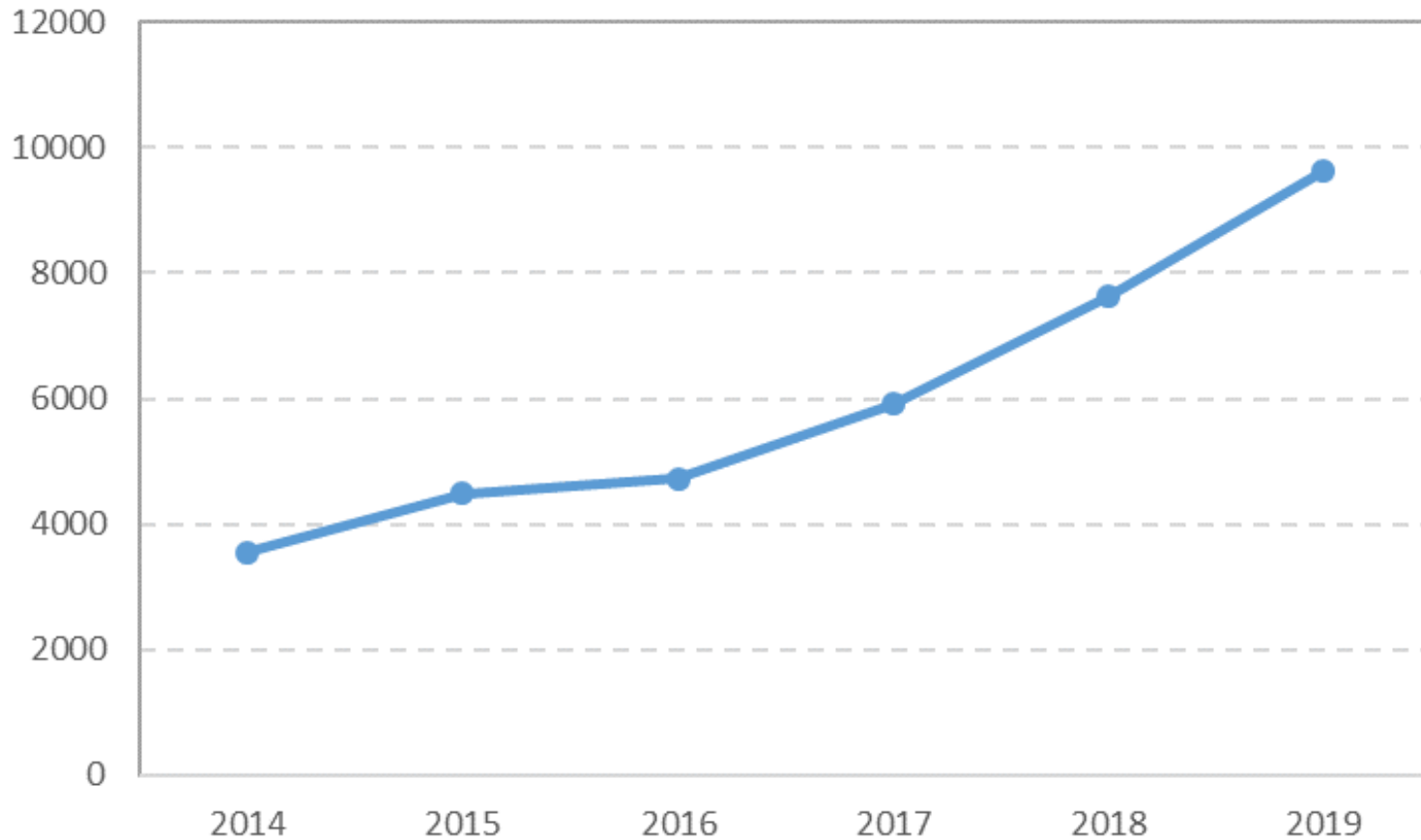
- ▶ **Running a 20 generator (1MW) fleet to keep customers on supply**
 - › Initial capex outlay of \$10M
 - › Running costs of \$17M/year
 - › Doesn't account for transport and set-up costs

- ▶ **Will use generators in exceptional circumstances**
 - › Where customers or a community will be off supply for an extended period of time
 - › Where there has been significant political pressure exerted

Big problem identified and big improvements made



But challenge is growing as definition is expanded



Project Klaxon operationalised analytics

- ▶ Accuracy of notification now consistently above 90.90%

